

CLAIMS

We claim:

1. A system for facilitating resolution of engineering and business issues, said system comprising:

5 an issue component for identifying the issues to be resolved;
an inquiry component for facilitating collection of client information relevant to said issue component to facilitate definition of said issue component;

a knowledge base comprising data and information for facilitating assessment of said client information; and

10 a solution base for compiling assessments and recommendations from said knowledge base and for reporting said assessments and said recommendations to a client; and

a network for communicating said client information to said knowledge base and for communicating said assessments and said recommendations to the client.

15 2. A system according to claim 1, wherein said knowledge base comprises an artificial intelligence engine for assessing said client information, said artificial intelligence engine configured for comparing an issue with an existing issue within a database to determine if similar, and thus provide a recommendation associated with said existing issue, and for breaking down said issue into smaller components for further comparison if said existing issue is not similar to said issue to thus provide a suggestion associated with said smaller components.

20 3. A method for reducing ergonomic injuries in the workplace, said method comprising the steps of:

identifying an ergonomic issue occurring at a client operation;

collecting information relevant to said ergonomic issue;

assessing said information collected to provide recommendations for resolving said ergonomic issue; and

providing said recommendations to a client,

wherein said step of assessing comprises using an artificial intelligence engine to provide said
5 recommendations.

4. A method according to claim 3, said method further comprises the step of prioritizing ergonomic risks determined from said steps of collecting information and assessing said information.

5. A method according to claim 3, said step of identifying comprises the steps of identifying and defining a plurality of tasks comprising a corresponding job; scheduling said plurality of tasks into a time framework; defining technical actions of any repetitive tasks within said plurality of tasks; providing a perceived exertion value associated with said repetitive tasks; and analyzing said technical actions by capturing movement and positioning data associated
15 with said repetitive tasks

6. A method according to claim 3, wherein said step of assessing comprises the steps of:

developing a statement corresponding to said ergonomic issue to facilitate analysis by said artificial intelligence engine;

20 assessing a database of cases to identify at least one previous issue having information similar to said ergonomic issue;

providing a solution for said ergonomic issue corresponding to a previous solution to said at least one previous issue in the event that said at least one previous issue has information similar to said ergonomic issue;

redeveloping said statement to break down said statement into elements to facilitate
5 identification of previous elements within a database being similar to said elements of said statement in the event that said at least one previous issue does not have information similar to said ergonomic issue; and

recommending solutions based on said cases having correspondence to said ergonomic issue.

13710407.1.1000 7. A method according to claim 6, wherein said steps of collecting information relevant to said ergonomic issue and assessing said information collected to provide recommendations comprise communicating said information and said recommendations over a network.

8. A method for providing recommendations to engineering and business cases, said method comprising the steps of:

collecting data relating to at least one case;

determining whether a case in a database is similar to said at least one case, and providing a solution corresponding to said case if said case in said database is similar to said at least one case;

20 breaking down said at least one case into multiple problems if said case in said database is not similar to said at least one case; and

assessing at least one of said multiple problems to determine whether a problem in said database is similar to said at least one of said multiple problems, and providing a

recommendation corresponding to said problem if said problem in said database is similar to said at least one of said multiple problems.

9. A method according to claim 8, wherein said method further comprises assessing each of said multiple problems to determine whether at least one problem in said database is similar to said each of said multiple problems, and providing a recommendation corresponding to said at least one problem if said at least one problem in said database is similar to said at least one of said multiple problems.

10. A method according to claim 8, wherein said step of determining whether a case in said database is similar to said at least one case comprises assessing whether said case within said database is similar within a margin of error to said at least one case.

11. A method according to claim 10, wherein said margin of error is widened if said case in said database is not similar within a margin of error to said at least one case.

12. A method according to claim 10, wherein said margin of error is reduced as said method receives additional cases and provides additional solutions.

13. A method according to claim 8, wherein said step of assessing at least one of said multiple problems to determine whether said problem in said database is similar to said at least one of said multiple problems comprises assessing whether said problem in said database is similar within a margin of error to said at least one of said multiple problems.

14. A method according to claim 9, wherein said method further comprises the steps of:

breaking down said at least one of said multiple problems into multiple elements if said problem in said database is not similar to said at least one of said multiple problems; and

